

FORMAL COMPLAINT FORM

PUBLIC SERVICE COMMISSION
 Heber M. Wells State Office Building
 160 East 300 South, Fourth Floor
 P.O. Box 45585
 Salt Lake City, Utah 84114

RECEIVED
 DIVISION OF
 PUBLIC UTILITIES

2007 NOV 28 A 7:13

1. Name of Complainant: David Patten + Jenny Lewis
 Address: 11078 S. 1300 W. South Jordan UT 84095
 Telephone No.: 801-633-2899
2. The name of utility company the complaint is against: Qwest
3. What did the utility do which you, the Complainant, think is illegal, unjust, or improper? Include exact dates, times, locations, and persons involved as closely as you can: *(use back side or another piece of paper for more detail)*
Jeremy Stoddard stole money from our checking account.
Overcharged + credits given were used in 2 months (\$450)
Told we were on autopay in Jan + March which we were not
* * Please Review information Vicki Hart + Ren Peterson have
available regarding our account. * *
4. Why do you, the Complainant, think these activities are illegal, unjust or improper?
Fraud was committed. we were told by representatives to
close our checking account. money was put in an account
not linked to ours.
5. What relief does the Complainant request? Zero balance owing, and
reimbursement for bounced checks due to \$550
being taken out of our account. Relief due to
time taken to investigate + follow up w/ Qwest
(time lost, mental anguish)
6. Signature of Complainant Deanne Lewis + David Patten
 Date: November 26, 2007

INFORMAL COMPLAINT

Complaint # 886

Utility Company Qwest Communications

New



Add Company

CUSTOMER INFORMATION

Customer Name: Patten, David

Phone Number: (801) 633-2899

Other Contact Info Lewis, Jenny

Other Phone: (801) 302-2057

Account Number:

Email Address:

Customer Address: 11078 South 1300 West

OK to Release: ☐

Customer Address:

City: South Jordan

State: UT

Zip Code: 84095

COMPLAINT INFORMATION

Complaint Type: Billing Problems

Date Received

11/6 /2007

Date Closed:

Complaint Received By: Vickie

DPU Analyst Assigned:

Utility Company Analyst

Company at Fault: ☐

Complaint Description:

Actual Slam Case: ☐

Actual Cram Case: ☐

Letter was sent:

RE:Account8013022057

I have spoken with many representatives about our account and the unsatisfactory situations Qwest has placed us in.

In January, Qwest was contacted to set our account on auto pay. When the customer service rep. failed to do so we were contacted by mail in March stating our account was late and we were being sent to a collection agency. I contacted Qwest once the end of January, and also in Feb. and spoke with customer service reps about our account and never told that our account was delinquent

In March after we paid our account to current, I contacted Qwest yet again because our service was not established as promised. I spoke with Jeremy Stoddard. He stated it would be connected by Friday (the day we spoke was Wed. March 21, 2007 at approx. 8am). I requested that our account be set up on auto pay yet again. Jeremy took my bank account card information and asked for the three digits on the back of the card. When service was not established by Friday as promised I called back yet again. I spoke with Billy from Billing in Seattle Oregon office and when I told him about the rep he strongly and urgently advised we were to close any and all accounts linked to this card that the rep had been dishonest in asking for that information due to auto pay not being available for another 30-60 days. The bank account was closed after approx. \$500 was taken out by Jeremy Stoddard and put in an account not even relatively linked to our old or new account

I had been in contact with a supervisor by the name of Kim Israelson. When she did not follow through with promises and did not return phone calls I called the company yet again. I spoke with a rep named Ben from the Logan Utah office after service was not on. He looked into my account and reimbursed us \$100 that we had been overcharged from our start date of service (July '06-March '07). He also looked further and found Jeremy Stoddard had put the money that was taken out of our checking account into another account not even linked with ours. He immediately took our information and contacted his manager.

We were supposed to have been credited for two free months plus the money that was taken out was supposed to be credited back. Our credit was completed after two months of service, \$454 was taken in two month's worth of service. We had been quoted by many individuals that our monthly amount was supposed to be \$110 (which included all taxes). Our credit got eaten up so quickly and unfairly. We were given checks for \$100 due to using my cell phone, and to compensate for the phone service not being hooked up as promptly as promised by Jeremy Stoddard and Kim Israelson. I was also sent a check for \$100 for being overcharged from JulyMarch 2006. The remaining check given equaled \$160 which still should have left us with \$454 in credit

We have been the victim of fraud and there has been no justice served for us. We have been routed to different individuals to no avail. We have been promised calls back in a timely manner and it has not happened. Qwest has proven to be untrustworthy and dishonest I feel this company does not truly care about the satisfaction of their customers and their slogan "Spirit of Service," offers nothing consoling other than proof of false advertising. I hope this situation can be resolved in a timely manner as it has cost us many hours of personal time and energy.

fmy

Complaint Response:

11/12/07 Vickie, this customer filed a complaint with the Better Business Bureau, FCC, and Utah Consumer Protection Agency. The Qwest Executive Office has also handled this as an escalated complaint. All parties from Qwest had a conference call with Mrs. Patten on 11/01/07 and explained her current bill is valid and all credits she is due have been provided, plus some. I am attaching the letter send subsequent to the conference call. Close Thanks Sharon Bishop

□

November 2, 2007
Reference: 801 302-2057 146

David & Jenny Patten
11078 S 1300 W
South Jordan, UT 84095
Dear Mr. and Mrs. Patten,

I am sending this letter to reiterate our conservation on November 1, 2007. I want to apologize for any misunderstanding. You have indicated you do not regularly review your billing. You did acknowledge yesterday your understanding that you have received a total of \$854.97 in credits and refunds on your account. You are requesting additional credits.

□ Your account 801 302-2057 260 was suspended for non-payment on March 8, 2007. The account was completely disconnected on March 20, 2007. You called March 21, 2007 requesting to reactivate your telephone account. The new account number is 801 302-2057 146 due dated March 26, 2007 order number N80008146. At the time you placed this order the outstanding billing had to be resolved. Being that the service was disconnected for non-payment to place your new order there was a deposit requirement. The charges were as followed: Payment Requirements □

Final Bill □ \$232.98
Entity Final Bill for Direct TV □ \$106.89
Deposit For Regulated Services □ \$35.00
Deposit For Unregulated Services □ \$60.00
Deposit For Unregulated Services □ \$20.00
Total □ \$454.87

You called on March 26, 2007 you indicated you were unaware of the deposit. There was a duplication error for the \$106.89 which was deducted twice. You escalated to a manager and though the deposit was valid the manager agreed to refund \$35.00 and \$60.00. Additionally the charges were refunded for the \$106.89.

On March 28, 2007 you received a \$72.10 refund check. Then on April 4, 2007 \$96.39 was sent as a refund check. This was generated for credit you requested for long distance. This was premature adjustment since the account had closed it gave appropriate credits on the final bill.

Now the billing from April forward is as follows: April 2007 Billing

Adjustment Qwest □ \$106.89
Qwest Local Service □ \$83.13
Qwest DSL with MSN □ \$45.57
Qwest Long Distance □ \$4.67
Direct TV □ \$54.04
New Charges □ \$187.41
Total □ \$294.30

The first bill you receive after ordering new service with Qwest will include additional items and charges that will either not appear on subsequent bills or will be reduced. As a result, your first bill is

typically higher than subsequent bills. Your first Qwest bill will include charges billed in advance plus prorated charges and one-time charges. Because the payment for the final bill of \$106.89 was refunded on March 26, 2007 the amount was debited to the new account that had just been established. This amount showed as a balance owing on the very first bill for the new account.

May 2007 Billing ☐ ☐

Payment ☐\$294.35 ☐CR

Adjustments ☐ ☐

Qwest ☐\$484.59 ☐CR

Qwest Broadband with MSFT ☐\$45.57 ☐

Qwest Long Distance ☐\$4.67 ☐

Direct TV ☐\$54.04 ☐

Balance ☐\$380.31 ☐CR

New Charges ☐ ☐

Qwest Local Charges ☐\$63.01 ☐

Qwest Broadband with MSFT ☐\$21.99 ☐

Qwest Long Distance ☐\$16.79 ☐

Direct TV ☐\$60.14 ☐

New Charges ☐\$161.93 ☐

Total ☐\$218.38 ☐CR

The billing had been set up with Direct Payment Option paid by your credit card.

The payment for \$294.35 from the April 25, 2007 billing processed the next day. Then you requested the payment stopped and the amount of \$294.35 was debited back to your account for April 2007 charges. You spoke with a Qwest manager who as a matter of satisfaction due to the confusion agreed to credit \$453.23 which after tax was \$484.59.

June 2007 Billing ☐ ☐

Adjustment Qwest ☐\$218.38 ☐CR

Balance ☐\$218.38 ☐CR

New Charges ☐ ☐

Qwest Local Charges ☐\$43.47 ☐

Qwest Broadband with MSFT ☐\$21.99 ☐

Qwest Long Distance ☐\$16.79 ☐

Direct TV ☐\$56.95 ☐

New Charges ☐\$139.20 ☐

Total ☐\$79.18 ☐CR

The balance credit of \$218.38 paid the June billing. After this bill printed you requested the credit refunded to you in the form of a check. Due to the fact that the credit of \$218.38 was sent as a refund check, the amount of \$218.38 has been debited back to your account. July 2007

Billing ☐ ☐

Previous Balance ☐\$79.18 ☐CR

Charges ☐199.07 ☐

Adjustment Qwest ☐119.89 ☐

New Charges ☐ ☐

Qwest Local Charges ☐\$47.48 ☐

Qwest Broadband with MSFT ☐\$21.99 ☐

Qwest Long Distance ☐\$16.74 ☐

Direct TV ☐\$56.95 ☐

New Charges ☐\$143.16 ☐

Total ☐\$263.05 ☐

This billing is higher because it includes both June and July billing. All credits have been applied at this point and billing would continue as normal. You have cashed all refund checks sent. Last payment made was on March 26, 2007.

August 2007 Billing ☐ ☐

Previous Balance ☐\$263.05 ☐

New Charges ☐ ☐

Qwest Local Charges ☐\$43.17 ☐

Qwest Broadband with MSFT ☐\$21.99 ☐

Qwest Long Distance ☐\$16.73 ☐
Direct TV ☐\$56.60 ☐
New Charges ☐\$138.49 ☐
Total☐\$401.54 ☐

Your balance continues to accumulate. At this time last payment was March 26, 2007. The billing will continue as normal.

September 2007 Billing ☐ ☐
Previous Balance ☐\$401.54 ☐
New Charges ☐ ☐
Qwest Local Charges ☐\$50.27 ☐
Qwest Broadband with MSFT ☐\$31.15 ☐
Qwest Long Distance ☐\$14.76 ☐
Direct TV ☐\$56.60 ☐
New Charges ☐\$152.78 ☐
Total☐\$554.32 ☐
☐ ☐

Your balance continues to accumulate. At this time last payment was March 26, 2007. The billing will continue as normal.

October 2007 Billing ☐ ☐
Previous Balance ☐\$554.32 ☐
☐ ☐
☐ ☐
New Charges ☐ ☐
Qwest Local Charges ☐\$49.85 ☐
Qwest Broadband with MSFT ☐\$26.99 ☐
Direct TV ☐\$56.60 ☐
New Charges ☐\$133.44 ☐
Total☐\$687.76 ☐

Your balance continues to accumulate. At this time last payment was March 26, 2007. The billing will continue as normal. Your account collection activity was held until your dispute was resolved. After review of your account you have received all of the credit that you had anticipated. Qwest has made the adjustment of \$484.59 as a matter of satisfaction only. We do deem the credit applied was disproportionate based on the situation yet credit was applied by an authorized manager and credit will stand. We refunded \$95.00 of the required deposit to your credit card. The \$106.89 was refunded to your credit card. You received refund checks in the amount of \$72.10 and \$96.39. The final position is the remaining charges are valid and sustained. The account is being released for normal collection activity. For arrangements call 800 423-8994 as your current balance due is \$687.76.

Qwest appreciates your business. I apologize for any misunderstanding. Qwest strives to maintain a positive relationship with our customers and I appreciate the opportunity to review your account.

Sincerely,
Channing Williams & Scott Belka
Qwest Executive Office

Additional Information:

Jenny Lewis called 11/14/07 and I emailed her a copy of the 11/2/07 letter from Qwest. I also sent her a formal complaint form. As far as having her service turned back on, Rea talked to Jim Farr and is waiting for a response.

